

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
TWENTY-SEVENTH SET OF INFORMATION REQUESTS FROM THE ATTORNEY  
GENERAL  
D. T. E. 05-27

Date: July 20, 2005

Responsible: Steve Barkauskas, Vice President Total Rewards

AG-27-9      Please indicate the number of employees at the Service Company that  
have the following accreditation:

- (1) Certified Public Accountant
- (2) Attorney
- (3) Chartered Financial Analyst
- (4) Professional Engineer
- (5) Phd. Economist
- (6) Masters of Business Administration

Response:      The Company does not maintain this information in a central database.  
Therefore, it is not readily available.

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
SIXTH SET OF INFORMATION REQUESTS FROM THE D.T.E.  
D. T. E. 05-27

Date: July 20, 2005

Responsible: John E. Skirtich, Consultant (Revenue Requirements)

DTE-6-21 Refer to Exh. BSG/JES-1, at 44; Exh. BSG/JES-1, Sch. JES-10; and Exh. BSG/JES-1, Workpaper JES-10, at 1. Please provide the following for the Company's customer deposits for the last 5 years:  
the beginning-of-year balance;  
the end-of-year balance;  
the amount of changes from the preceding year.

Response: Please see Table DTE-6-21 below.

Table DTE-6-21

<u>Year</u>	<u>Beginning Balance</u> \$	<u>End of Year Balance</u> \$	<u>Change</u> \$
2000	1,574,469	1,839,446	264,977
2001	1,839,446	2,974,967	1,135,521
2002	2,974,967	2,980,692	5,725
2003	2,980,692	3,193,497	212,805
2004	3,193,497	3,046,489	(147,008)

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
NINTH SET OF INFORMATION REQUESTS FROM THE D.T.E.  
D. T. E. 05-27

Date: July 20, 2005

Responsible: John E. Skirtich, Consultant (Revenue Requirements)

**Supplemental Response**

DTE-9-11 Refer to Exh. BSG/JES-1, Workpaper JES-6, at 21. Please provide the amount of monthly write-offs for gas revenues, including any adjustments thereto, for 2005 when data is available. This is a continuing request until the record is closed in this proceeding.

Response: Please see Table DTE-9-11 below.

**Table DTE-9-11**

<u>Year</u>	<u>Net Write Offs</u>			
	<u>526001</u>	<u>526001</u>	<u>526001</u>	<u>Total Write Offs</u>
	<u>Brockton</u>	<u>Springfield</u>	<u>Lawrence</u>	
	\$	\$	\$	\$
Jan, 2005	226,174	407,025	183,115	816,314
Feb	166,261	180,191	90,676	437,128
Mar	90,294	140,112	127,918	358,323
Apr	163,409	284,586	126,796	574,791
May	296,947	242,221	138,032	677,199
June	274,329	488,526	257,703	1,020,557
July	0	0	0	0
August	0	0	0	0
Sept	0	0	0	0
Oct	0	0	0	0
Nov	0	0	0	0
Dec	0	0	0	0
Total	1,217,414	1,742,659	924,239	3,884,312

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
NINTH SET OF INFORMATION REQUESTS FROM THE D.T.E.  
D. T. E. 05-27

Date: July 20, 2005

Responsible: John E. Skirtich, Consultant (Revenue Requirements)

**SUPPLEMENTAL RESPONSE**

DTE-9-17 Refer to Exh. BSG/JES-1, Workpaper JES-6, at 22. Please provide the amount of monthly write-offs for EP&S revenues, including any adjustments thereto, for 2005 when data is available. This is a continuing request until the record is closed in this proceeding.

Response: Please see Table DTE-9-17 below.

**Table DTE-9-17**

<u>Per Books</u>	<u>Reserve- Sundry Uncollectible</u>			
	<u>01BS</u>	<u>02BS</u>	<u>04BS</u>	<u>Total</u>
	<u>526005</u>	<u>526005</u>	<u>526005</u>	<u>526005</u>
	\$	\$	\$	\$
Jan, 2005	3,031	501	886	4,419
Feb	5,713	3,953	242	9,909
Mar	7,256	18,001	5,520	30,776
Apr	5,508	5,701	2,656	13,866
May	1,769	2,346	455	4,570
Jun	633	4,519	689	5,841
Jul	0	0	0	0
Aug	0	0	0	0
Sep	0	0	0	0
Oct	0	0	0	0
Nov	0	0	0	0
Dec	0	0	0	0
Total	23,910	35,022	10,448	69,380

**Per Books**

	<b>Reserve- Water Heater Rentals Uncollectible</b>			
	<b>01BS</b>	<b>02BS</b>	<b>04BS</b>	<b>Total</b>
	<b>526009</b>	<b>526009</b>	<b>526009</b>	<b>526009</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Jan, 2005	28,908	12,735	(59)	41,584
Feb	26,677	33,005	5,998	65,680
Mar	15,931	40,454	12,146	68,531
Apr	22,348	70,063	31,342	123,753
May	(910)	7,876	(5,014)	1,952
Jun	7,645	4,871	2,217	14,733
Jul	0	0	0	0
Aug	0	0	0	0
Sep	0	0	0	0
Oct	0	0	0	0
Nov	0	0	0	0
Dec	0	0	0	0
Total	100,599	169,004	46,630	316,233

**Per Books**

	<b>Reserve- Residential Guardian Care Uncollectible</b>			
	<b>01BS</b>	<b>02BS</b>	<b>04BS</b>	<b>Total</b>
	<b>526011</b>	<b>526011</b>	<b>526011</b>	<b>526011</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Jan, 2005	679	1,963	2,329	4,971
Feb	3,095	2,935	328	6,357
Mar	1,335	2,067	395	3,797
Apr	1,901	3,157	5,513	10,570
May	913	918	(3,869)	(2,038)
Jun	(1,004)	35	879	(90)
Jul	0	0	0	0
Aug	0	0	0	0
Sep	0	0	0	0
Oct	0	0	0	0
Nov	0	0	0	0
Dec	0	0	0	0
Total	6,918	11,075	5,575	23,568

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
TWENTY-FIRST SET OF INFORMATION REQUESTS FROM THE D.T.E.  
D. T. E. 05-27

Date: June 20, 2005

Responsible: Lawrence R. Kaufmann, Consultant (PBR)

- DTE-21-1 Refer to Exhs. BSG/LRK-1, at 2 and BSG/SHB-1, at 11. Please demonstrate that the Company's proposed PBR plan satisfies the following criteria set forth by the Department by which PBR proposals for gas and electric companies would be evaluated (See Incentive Regulation, D.P.U. 94-158, at 58-64 (1995)). These criteria require that the PBR plan:
- 1) comply with Department regulations, unless accompanied by a request for a specific waiver;
  - 2) be designed to serve as a vehicle to a more competitive environment and to improve the provision of monopoly services, while avoiding the cross-subsidization of competitive services with revenues derived from monopoly services;
  - 3) not result in reductions in safety, service reliability or existing standards of customer service;
  - 4) not focus excessively on "cost recovery" issues; i.e., if a proposal addresses a specific cost recovery issue, its proponent must demonstrate that these costs are exogenous to the company's operations;
  - 5) focus on comprehensive results; i.e., broad-based proposals should satisfy this criterion more effectively than narrowly-targeted proposals;
  - 6) be designed to achieve specific, measurable results by identifying, where appropriate, measurable performance indicators and targets that are not unduly subject to miscalculation or manipulation; and
  - 7) provide a more efficient regulatory approach, thus reducing regulatory and administrative costs (proposals should present a timetable for program implementation and specify milestones and a program tracking/evaluation method).

Response: In general terms, the Company's PBR plan satisfies the criteria the Department uses to evaluate PBR proposals since Bay State's PBR plan is essentially identical to that approved by the Department for Boston Gas in D.T.E. 03-40. In that proceeding, the Department concluded that the proposed PBR plan satisfied the criteria established in Incentive

Regulation, D.P.U. 94-158. Since Bay State's PBR proposal is identical to that approved in D.T.E. 03-40, it must similarly satisfy these criteria.

More specifically, the Company's PBR proposal is consistent with each of the individual criteria established in D.P.U. 94-158 and listed above.

1. *Consistency with Department Regulations Statutes and Governing Precedent* As discussed, the Company's PBR plan is explicitly designed to be consistent with the precedent established in D.T.E. 03-40 and does not require any waivers to comply with Department regulations statutes.
2. *Consistency with Market-Based Regulation and Enhanced Competition* Although it applies to monopoly gas distribution services, the Company's proposal is still consistent with and complements the move to a more competitive marketplace. The Department has noted that pricing flexibility is essential for facilitating the move to competitive markets. The Company's PBR proposal allows for pricing flexibility and the ability to allocate allowed price changes in a rate class differently across rate elements. In addition, the proposal creates at least as strong as incentives to pursue non-core sales as the earlier, targeted incentive mechanisms approved by the Department.
3. *Safeguard System Integrity, Reliability and Current Policy Objectives* The Company's PBR plan will comply with the service quality framework and benchmarks established in D.T.E. 99-84, as well as any modifications the Department may make to those guidelines during the term of the PBR plan. Compliance with this Order will ensure that established safety, reliability and other standards will be maintained or the Company will be penalized according to the provisions established in the Order.
4. *Not Focus Excessively on "Cost Recovery Issues"* The Company's rates will be restricted by an indexing formula that reflects long-run trends in the gas distribution industry's total factor productivity and input prices, not the Company's own costs. The PBR proposal is therefore not excessively focused on the Company's own cost recovery. The PBR proposal also includes identical provisions for exogenous costs recovery as the PBR plan approved in D.T.E. 03-40.
5. *Focus on Comprehensive Results i.e. broad-based proposals should satisfy this criterion more effectively than narrowly-targeted proposals* Aside from the service quality provisions discussed above, Bay State's PBR plan focuses on broad performance measures and comprehensive results, including earned ROE (relative to allowed ROE) and overall indexes of Company prices. This contrasts with more narrowly-targeted incentives, such as sharing the margins from interruptible sales.

6. *Incorporates Well-Defined, Measurable Indicators of Performance*  
Bay State's performance under the plan will be defined by its allowed prices, measured service quality on the indicators designated in D.T.E. 99-84, and earned ROE. All of these are well-defined, measurable indicators of performance that have been used in other approved PBR plans, including that approved for Boston Gas in D.T.E. 03-40.
7. *Provide a more efficient regulatory approach, thus reducing regulatory and administrative costs* The PBR plan will be in effect for at least five years; during this time, the Company and its customers will avoid the regulatory and litigation expense that would otherwise be involved with filing one or more traditional cost of service rate cases.



COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
TWENTY-FIRST SET OF INFORMATION REQUESTS FROM THE D.T.E.  
D. T. E. 05-27

Date: July 20, 2005

Responsible: Lawrence R. Kaufmann, Consultant (PBR)

DTE-21-4      Refer to Exh. BSG/LRK-1, at 7-8. Is Bay State proposing a mid-term review of the proposed five-year PBR plan? Discuss.

Response:      No. The Company believes a five-year term is not long enough to require a mid-term review. Such a review is also not necessary since the Company's PBR proposal has been crafted to be consistent with Department PBR precedent. Accordingly, a mid-term review will impose unnecessary costs on both the Company and Department staff.

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
TWENTY-FIRST SET OF INFORMATION REQUESTS FROM THE D.T.E.  
D. T. E. 05-27

Date: July 20, 2005

Responsible: Lawrence R. Kaufmann, Consultant (PBR)

DTE-21-5      Refer to the Company's responses to the Department's information requests DTE 4-47 and DTE 4-48. Please state the advantages and disadvantages of a ten-year PBR Plan similar to that approved in Boston Gas Company, D.T.E. 03-40, at 494-497 (2003). Compare and contrast with the Company's proposal "to continue the PBR Plan on a year-to-year basis after the initial five-year term until such time it believes it can no longer achieve the intended efficiencies of the Plan that allow for optimal customer service, operational flexibility and reasonable Company earnings." Please discuss.

Response:      There are some advantages associated with a 10-year PBR term. Longer PBR terms generally create stronger performance incentives, facilitate longer-term utility planning, and reduce regulatory costs. The main disadvantage of a longer PBR term is that it increases risk. The Company's proposal was designed to balance these concerns while still permitting the PBR plan to be extended to pursue incremental efficiencies which, as indicated above, will generally become more difficult to achieve as time goes on. However, it should be noted that the main reason the Company decided to propose a five-year PBR plan term was that it believed this was more consistent with Department precedent; please see the response to DTE 4-40 for further clarification.

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
SECOND SET OF INFORMATION REQUESTS FROM USWA, AFL-CIO/CLC  
D. T. E. 05-27

Date: July 20, 2005

Responsible: Stephen H. Bryant, President

**REVISED**

USWA-2-7: For November 1999 to date, state the total annual number of complaints made to DTE regarding or relating to Bay State. Provide copies of all complaints made to DTE during this period.

Response: Please see Attachment USWA-2-7 for a redacted document of the requested information. Please return the previously unredacted version to Bay State Gas as this version contained customer-specific details that was inadvertently produced.

**DTE CONSUMER DIVISION  
COMPLAINT LOG  
2005**

	Springfield	Brockton	Lawrence	Total
	14	12	5	31
Colon	-1	-1		0
	13	11	5	29

**REDACTED**

See above

\$25.00	Medway
\$31.70	Lawrence

February-05

**FORMER CREDIT CATEGORY OF DEBIT**

BSG	BILL	ADJUST	01-Feb-05	SPRINGFIELD	1	TEIXEIRA
BSG	BILL	ASSIST	02-Feb-05	BROCKTON	1	DEPINA
BSG	BILL	ASSIST	07-Feb-05	RANDOLPH	1	TEIXEIRA
BSG	BILL	ASSIST	04-Feb-05	CANTON	1	DEPINA
BSG	CREDIT	ASSIST	07-Feb-05	LONG MEADOW	1	MARCHANT
BSG	BILL	EXPLAIN	07-Feb-05	RAYNHAM	1	RYAN
BSG	BILL	ASSIST	08-Feb-05	SPRINGFIELD	1	RYAN
BSG	BILL	ASSIST	09-Feb-05	LAWRENCE	1	MARTINEZ
BSG	BILL	EXPLAIN	09-Feb-05	SCITUATE	1	FERNANDEZ
BSG	RATE	EXPLAIN	10-Feb-05	BELLINGHAM	1	MARCHANT
BSG	BILL	ASSIST	11-Feb-05	FRAMINGHAM	1	DEPINA
BSG	BILL	EXPLAIN	14-Feb-05	BROCKTON	1	TIERNAN
BSG	BILL	ASSIST	15-Feb-05	HANDEN	1	TEIXEIRA
BSG	BILL	ASSIST	15-Feb-05	East	1	TEIXEIRA
BSG	BILL	ASSIST	16-Feb-05	LAWRENCE	1	FERNANDEZ
BSG	BILL	ASSIST	18-Feb-05	Hanson	1	FERNANDEZ
BSG	BILL	ASSIST	22-Feb-05	SPRINGFIELD	1	OTOOLE
BSG	BILL	PLAN	22-Feb-05	LAWRENCE	1	LODOWICK
BSG	BILL	SUSTAIN	22-Feb-05	TAUNTON	1	LODOWICK
BSG	BILL	PLAN	23-Feb-05	CANTON	1	OTOOLE
BSG	BILL	ADJUST	23-Feb-05	FRANKLIN	1	LODOWICK
BSG	BILL	ADJUST	24-Feb-05	BROCKTON	1	TIERNAN
BSG	BILL	ASSIST	24-Feb-05	METHUEN	1	DEPINA
BSG	BILL	ASSIST	25-Feb-05	METHUEN	1	DEPINA
BSG	BILL	ASSIST	25-Feb-05	JAGAVAN	1	TIERNAN
BSG	BILL	ASSIST	28-Feb-05	Franklin	1	OTOOLE
BSG	BILL	ASSIST	28-Feb-05	W Springfield	1	TIERNAN

BR	SP	LA	Original total	15	8	6
BR	SP	LA	Now total	11	8	6
BR	SP	LA	Discontinued	4	2	2

Monthly agreed to disburse all 5 cases plus the adjustment of \$36.96 per

1/28/05

Case was about a misreading of Rental Water Heater and Customer Case Billing. Budget Billing was correct.

Disputed \$25 Service Charge to clear ice and snow from intake of pipe

Disputed \$95 leaky charge. Disputed Rental water heater replacement billing \$36.96

Commercial Account

Commercial Account

REDACTED



BSG	BILL	ASSIST	04-Jan-05	SPRINGFIELD	MARTINEZ
BSG	MISC	ASSIST	04-Jan-05	ANDOVER	DEPINA
BSG	RATE	ASSIST	06-Jan-05	MEADOW	MARTINEZ
BSG	BILL	ASSIST	10-Jan-05	SPRINGFIELD	RYAN
BSG	BILL	ASSIST	13-Jan-05	BROCKTON	TIERNAN
BSG	REG	ASSIST	14-Jan-05	METHUEN	TEIXEIRA
BSG		SUSTAIN	18-Jan-05	SPRINGFIELD	MARCHANT
BSG	BILL	ASSIST	18-Jan-05	EASTON	MORALDO
BSG	BILL	ADJUST	18-Jan-05	BROCKTON	OTOOLE
BSG	CREDIT	RESTORE	19-Jan-05	LAWRENCE	TIERNAN
BSG	CREDIT	PROTECT	19-Jan-05	BROCKTON	DEPINA
BSG	CREDIT	ASSIST	20-Jan-05	SPRINGFIELD	MARCHANT
BSG	BILL	SUSTAIN	25-Jan-05	BROCKTON	TIERNAN
BSG	CREDIT		26-Jan-05	SPRINGFIELD	MARCHANT
BSG	BILL		26-Jan-05	LAWRENCE	TIERNAN
BSG	DENY	EXPLAIN	27-Jan-05	BROCKTON	FERNANDEZ
BSG	BILL		28-Jan-05	BROCKTON	FERNANDEZ
BSG	BILL		28-Jan-05	BROCKTON	

dismissed 2/15/05-Holly Lechlur

Total  
18  
-1  
17

Lawrence  
4  
4

Springfield  
6  
6

Brockton  
8  
-1  
7

Cases

\$2,925.93 Account not finalled correctly-no follow up

\$2,925.93

Dollars Adjusted

REDACTED

Bay State Gas Company  
D.T.E. 05-27  
Attachment USWA-2-7  
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**DTE CONSUMER DIVISION  
COMPLAINT LOG  
2004**

# DTE Case List January 2004

COMPANY	TYPE	CATEGORY	OPEN DATE	LAST NAME	CITY	ASSOCIATE	ACCOUNT NUM
BSG	QUAL	EXPLAIN	06-Jan-04	NORWELL		FERNANDEZ	
BSG	CREDIT	ASSIST	07-Jan-04	TAUNTON		OTOOLE	
BSG	CREDIT	RESTORE	07-Jan-04	CANTON		RYAN	
BSG	MISC	EXPLAIN	08-Jan-04	RANDOLPH		DEPINA	
BSG	CREDIT	RESTORE	12-Jan-04	BROCKTON		MARCHANT	
BSG	QUAL	EXPLAIN	12-Jan-04	LAWRENCE		MARCHANT	
BSG	QUAL		15-Jan-04	LUDLOW		RYAN	
BSG	QUAL	ADJUST	15-Jan-04	SPRINGFIELD		TEIXEIRA	
BSG	BILL		20-Jan-04	SPRINGFIELD		DEPINA	
BSG	BILL	ADJUST	22-Jan-04	ANDOVER		MARCHANT	
BSG	BILL	ADJUST	26-Jan-04	PEMBROKE		ECHEGOYEN	
BSG	BILL	ADJUST	26-Jan-04	STOUGHTON		OTOOLE	
BSG	GREDIT	CG	26-Jan-04	BROCKTON		HUTCHENS	
BSG	BILL		26-Jan-04	HANSON		RYAN	
BSG	QUAL	EXPLAIN	28-Jan-04	LAWRENCE		RYAN	
BSG	BILL	ASSIST	29-Jan-04				

BR 7  
SP 3  
LA 3

15 Original  
-1 email 3/12/04  
-1 email 3/12/04  
13 Total Case January 2004

REDACTED

# DTE Case List February 2004

EMPID	TYPE	CATEGORY	DATE	LAST NAME	CITY	ASSOCIATE	ACCOUNT NUMBER
BSG	BILL	EXPLAIN	02-Feb-04		SPRINGFIELD	FERNANDEZ	
BSG	BILL		03-Feb-04		BROCKTON	OTOOLE	
BSG	BILL	ASSIST	04-Feb-04		LONG MEADOW	DEPINA	
BSG	BILL	ASSIST	04-Feb-04		MANSFIELD	MARTINEZ	
BSG	CREDIT	PLAN	04-Feb-04		BELLINGHAM	FORD	
BSG	QUAL	ASSIST	04-Feb-04		TAUNTON	MORALDO	
BSG	DENY	ASSIST	05-Feb-04		BROCKTON	OTOOLE	
BSG	CREDIT	EXPLAIN	05-Feb-04		RANDOLPH	MARCHANT	
BSG	RATE	EXPLAIN	06-Feb-04		BRIDGEWATER	MARCHANT	
BSG	BILL		06-Feb-04		SPRINGFIELD	ECHEGOYEN	
BSG	CREDIT	ASSIST	09-Feb-04		BROCKTON	MARCHANT	
BSG	MISC	EXPLAIN	09-Feb-04		FRANKLIN	ECHEGOYEN	
BSG	QUAL	ASSIST	12-Feb-04		MEUTHEN	MORALDO	
BSG	QUAL	ASSIST	12-Feb-04		CHICOPEE	MORALDO	
BSG	QUAL	ADJUST	12-Feb-04		STOUGHTON	MARTINEZ	
BSG	RATE	ASSIST	12-Feb-04		SPRINGFIELD	HUTCHENS	
BSG	BILL	ADJUST	18-Feb-04		BROCKTON	DEPINA	
BSG	BILL		18-Feb-04		ANDOVER	ECHEGOYEN	
BSG	BILL	ASSIST	18-Feb-04		SPRINGFIELD	FORD	
BSG	BILL		18-Feb-04		STOUGHTON	FERNANDEZ	
BSG	BILL		19-Feb-04		SPRINGFIELD	ECHEGOYEN	
BSG	BILL		19-Feb-04		METHUEN	ECHEGOYEN	
BSG	BILL		20-Feb-04		METHUEN	FORD	
BSG	BILL		23-Feb-04		METHUEN	HUTCHENS	
BSG	BILL		23-Feb-04		RANDOLPH	MARCHANT	
BSG	BILL	SUSTAIN	23-Feb-04		TAUNTON	DEPINA	
BSG	BILL	EXPLAIN	23-Feb-04		Feeding Heights	HUTCHENS	
BSG	QUAL	ADJUST	24-Feb-04		Feeding Hills	HUTCHENS	
BSG	BILL	ADJUST	24-Feb-04		WEST SPRINGFIELD	DEPINA	
BSG	BILL	ASSIST	26-Feb-04				

10  
6  
4

BR  
SP  
LA

email 3/12/04  
email 3/12/04  
email 3/12/04  
email 3/12/04  
email 3/12/04  
email 3/12/04  
email 3/12/04  
email 3/12/04

29 Original

-1  
-1  
-1  
-1  
-1  
-1  
-1  
-1

20 Total Case for February 2004

REDACTED

# DTE Case List March 2004

AREA	DATE	CATEGORY	OPEN DATE	CASE NAME	ADDRESS	CITY	SSG CASE #	ACCOUNT NUM
BSG BILL		SUSTAIN	01-Mar-04			TAUNTON	HUTCHENS	
BSG BILL		ADJUST	02-Mar-04			BROCKTON	OTOOLE	
BSG MISC		ASSIST	02-Mar-04			FRANKLIN	HUTCHENS	
BSG BILL		ASSIST	02-Mar-04			SPRINGFIELD	MARTINEZ	
BSG BILL		PLAN	02-Mar-04			WILBRAHAM	FORD	
BSG MISC		EXPLAIN	02-Mar-04			TAUNTON	HUTCHENS	
BSG BILL		ADJUST	02-Mar-04			MARSHFIELD	LECHTUR	
BSG MISC		EXPLAIN	03-Mar-04			TAUNTON	FORD	
BSG CREDIT		PLAN	03-Mar-04			RANDOLPH	LECHTUR	
BSG BILL		ADJUST	04-Mar-04			TAUNTON	FORD	
BSG MISC		ASSIST	05-Mar-04			CANTON	HUTCHENS	
BSG CREDIT		ADJUST	08-Mar-04			SPRINGFIELD	DEPINA	
BSG METER		EXPLAIN	10-Mar-04			CHICOPEE	TEXEIRA	
BSG CREDIT		EXPLAIN	11-Mar-04			LAWRENCE	MARCHANT	
BSG BILL		EXPLAIN	12-Mar-04			SPRINGFIELD	RYAN	
BSG CREDIT		ASSIST	16-Mar-04			SPRINGFIELD	FERNANDEZ	
BSG BILL		EXPLAIN	16-Mar-04			CHICOPEE	DEPINA	
BSG BILL		SUSTAIN	18-Mar-04			SPRINGFIELD	EGLEGUYEN	
BSG BILL		SUSTAIN	18-Mar-04			BROCKTON	MARTINEZ	
BSG BILL		SUSTAIN	22-Mar-04			ATTLEBORO	MARCHANT	
BSG BILL		SUSTAIN	22-Mar-04			LAWRENCE	FORD	
BSG BILL		ADJUST	23-Mar-04			BELLINGHAM	RYAN	
BSG CREDIT		ADJUST	26-Mar-04			LAWRENCE	MARTINEZ	
BSG QUAL		ADJUST	30-Mar-04			N	FERNANDEZ	
BSG BILL		EXPLAIN	30-Mar-04			DUXBURY	RYAN	
BSG CODE		EXPLAIN	30-Mar-04			MANSEFIELD	FERNANDEZ	
BSG BILL		ASSIST	31-Mar-04			HAMPTON	FERNANDEZ	
BSG CREDIT		ASSIST	31-Mar-04			LAWRENCE	HUTCHENS	
BSG BILL		SUSTAIN	31-Mar-04			LOWELL	MORALDO	

BR 13  
SP 8  
LA 4  
Total 25

31 Original  
-2 Per Holly 4/7/04  
29 Withdrawn 4/9/04  
-1 Withdrawn 4/9/04  
-1 Withdrawn 4/9/04  
-1 Withdrawn 4/13/04  
25 Total Cases March 2004

REDACTED

# DTE Case List April 2004

FORM	TYPE	CATEGORY	DATE	NAME	ADDRESS	CITY	ASSOCIATE	COUNTY
BSG	BILL	ASSIST	02-Apr-04	LAWRENCE	DEPINA	DISMISSED		
BSG	BILL	ASSIST	05-Apr-04	BROCKTON	TEIXEIRA			
BSG	MISC	NO-RESP	05-Apr-04	CHICOPPEE	HUGHES			
BSG	CREDIT	PLAN	06-Apr-04	SPRINGFIELD	OTOOLE			
BSG	BILL	ASSIST	07-Apr-04	WORONOCO	MORALDO			
BSG	BILL	EXPLAIN	12-Apr-04	SPRINGFIELD	DEPINA			
BSG	QUAL	ASSIST	14-Apr-04	SPRINGFIELD	FORD			
BSG	BILL	SUSTAIN	20-Apr-04	BROCKTON	TEIXEIRA			
BSG	CREDIT	PLAN	20-Apr-04	Hanson	FORD			
BSG	CREDIT	ASSIST	21-Apr-04	SPRINGFIELD	Z			
BSG	BILL	ASSIST	21-Apr-04	HADLEY	FORD			
BSG	BILL	ADJUST	22-Apr-04	SPRINGFIELD	Z			
BSG	METER		22-Apr-04	PEMBROKE	LECHTUR			
BSG	MISC		22-Apr-04	RANDOLPH	OTOOLE			
BSG	CREDIT	PLAN	23-Apr-04	MARSHFIELD	N			
BSG	BILL	EXPLAIN	26-Apr-04	TAUNTON	FORD			
BSG	BILL	ADJUST	28-Apr-04	North Hampton	ABELEW			
BSG	CREDIT	PROTECT	29-Apr-04	SPRINGFIELD	ABELEW			
BSG	BILL		30-Apr-04					

BR 7  
SP 8  
LA 1

18 Original

-1

-1

16 Total Cases April 2004

Email 5/28/04

REDACTED



# DTE Case List June 2004

COMPANY	TYPE	CATEGORY	DATE	LAST NAME	ADDRESS	CITY	STATE	ACCOUNT NUM
BSG	CREDIT	PLAN	01-Jun-04			SPRINGFIELD	MA	OTOOLE
BSG	CREDIT	PLAN	01-Jun-04			INDIAN ORCHARD	MA	HUTCHENS
BSG	BILL	SUSTAIN	01-Jun-04			CHICOPEE	MA	RYAN
BSG	CREDIT	PLAN	02-Jun-04			CANTON	MA	FORD
BSG	CREDIT	PLAN	03-Jun-04			BROCKTON	MA	RYAN
BSG	CREDIT	SUSTAIN	04-Jun-04			ANDOVER	MA	MARCHANT
BSG	BILL		04-Jun-04			HANOVER	MA	FORD
BSG	BILL		04-Jun-04			DOXBURY	MA	MARTINEZ
BSG	BILL	EXPLAIN	07-Jun-04			LAWRENCE	MA	ECHEGOYEN
BSG	BILL	ASSIST	07-Jun-04			SPRINGFIELD	MA	FORD
BSG	QUAL	EXPLAIN	08-Jun-04			WALPOLE	MA	MARCHANT
BSG	CREDIT	PLAN	08-Jun-04			NORTON	MA	FORD
BSG	CREDIT	EXPLAIN	08-Jun-04			NORTHAMPTON	MA	ECHEGOYEN
BSG	CREDIT	NOREST	09-Jun-04			FRANKLIN	MA	RYAN
BSG	CREDIT	SUSTAIN	14-Jun-04			NORTHAMPTON	MA	OTOOLE
BSG	CREDIT	ASSIST	14-Jun-04			CHICOPEE	MA	MARCHANT
BSG	CREDIT	ASSIST	14-Jun-04			TAUNTON	MA	DEPINA
BSG	CREDIT	PLAN	14-Jun-04			BRIDGEWATER	MA	FORD
BSG	CREDIT	PLAN	15-Jun-04			BROCKTON	MA	RYAN
BSG	BILL	PLAN	21-Jun-04			MARSHFIELD	MA	RYAN
BSG	CREDIT	EXPLAIN	25-Jun-04			SPRINGFIELD	MA	MARCHANT
BSG	CREDIT	PLAN	25-Jun-04			MEDWAY	MA	OTOOLE
BSG	CREDIT	PLAN	25-Jun-04			LAWRENCE	MA	DEPINA
BSG	MISC		28-Jun-04			SPRINGFIELD	MA	DEPINA
BSG	BILL		28-Jun-04			RANDOLPH	MA	MARTINEZ
BSG	BILL		28-Jun-04			PEMBROKE	MA	DEPINA
BSG	CREDIT	ASSIST	28-Jun-04			FRANKLIN	MA	DEPINA
BSG	BILL	NO RESP	28-Jun-04			SPRINGFIELD	MA	RYAN

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BR 14  
SP 9  
LA 3

28 Original  
-1 Dismissed  
-1 email 7/12/04  
26 Total June Cases

Dismissed

REDACTED



# Dte Case List July 2004

EMPLOYEE	TYPE	CATEGORY	DATE	ASSIGNMENT	ADDRESS	CITY	ASSOCIATE	ACCOUNT
BSG	CREDIT		02-Jul-04			SPRINGFIELD	OTOOLE	
BSG	BILL	EXPLAIN	06-Jul-04			SPRINGFIELD	OTOOLE	
BSG	CREDIT	ASSIST	06-Jul-04			SOUTH HADLEY	OTOOLE	
BSG	BILL		07-Jul-04			CHICOPEE	LECHTUR	
BSG	QUAL	ASSIST	08-Jul-04			BRAINTREE	DEPINA	
BSG	CREDIT	ASSIST	08-Jul-04			BROCKTON	MORALDO	
BSG	BILL	ASSIST	08-Jul-04			BROCKTON	MARTINEZ	
BSG	CREDIT	SUSTAIN	13-Jul-04			WEST SPRINGFIELD	OTOOLE	
BSG	QUAL	ASSIST	13-Jul-04			EASTHAMPTON	RYAN	
BSG	CREDIT	PLAN	14-Jul-04			LAWRENCE	FERNANDEZ	
BSG	BILL	ADJUST	15-Jul-04			SPRINGFIELD	MORALDO	
BSG	CREDIT	PLAN	15-Jul-04			BROCKTON	RYAN	
BSG	CREDIT	ASSIST	20-Jul-04			HANOVER	RYAN	
BSG	DENY	PLAN	21-Jul-04			LAWRENCE	FERNANDEZ	
BSG	BILL		26-Jul-04			LAWRENCE	MARTINEZ	
BSG	DENY	ASSIST	28-Jul-04			SPRINGFIELD	OTOOLE	
BSG	CREDIT		30-Jul-04			LAWRENCE	MORSE	
BSG	CREDIT	EXPLAIN	30-Jul-04			LAWRENCE	HARTMAN	

18 Original

BR 6  
SP 7  
LA 5

Total July Complaints 18

REDACTED

COMPANY	TYPE	CATEGORY	CRENDON	LAST NAME	ADDRESS	CITY	ASSOCIATE	ACCOUNT NUMBER
BSG	CREDIT	ASSIST	03-Aug-04			WRENTHAM	Z	
BSG	BILL	ASSIST	04-Aug-04			MARSHFIELD	Z	
BSG	CREDIT		05-Aug-04			RANDOLPH	RYAN	
BSG	CREDIT	EXPLAIN	09-Aug-04			SPRINGFIELD	MARCHANT	
BSG	BILL		10-Aug-04			SPRINGFIELD	RYAN	
BSG	CREDIT	PLAN	12-Aug-04			EASTON	MARTINEZ	
BSG	CREDIT	ASSIST	12-Aug-04			SPRINGFIELD	HARTMAN	
BSG	CREDIT	SUSTAIN	12-Aug-04			SPRINGFIELD	OTOOLE	
BSG	CREDIT	RESTORE	13-Aug-04			SPRINGFIELD	OTOOLE	
BSG	CREDIT	EXPLAIN	13-Aug-04			SPRINGFIELD	MORSE	
BSG	CREDIT	EXPLAIN	16-Aug-04			FRANKLIN	HARTMAN	
BSG	CREDIT	PLAN	16-Aug-04			SPRINGFIELD	MORALDO	
BSG	MISC	EXPLAIN	16-Aug-04			Brockton	MORSE	
BSG	CREDIT	PLAN	17-Aug-04			BROCKTON	DEPINA	
BSG	CREDIT	EXPLAIN	20-Aug-04			METHUEN	MARCHANT	
BSG	QUAL	ASSIST	20-Aug-04			ATTLEBORO	RYAN	
BSG	CREDIT	ASSIST	23-Aug-04			R	HARTMAN	
BSG	CREDIT	RESTORE	23-Aug-04			1 TAUNTON	OTOOLE	
BSG	BILL	EXPLAIN	27-Aug-04			LAWRENCE	MARCHANT	
BSG	BILL	ADJUST	30-Aug-04			HAMPDEN	MARTINEZ	
BSG			30-Aug-04			TAUNTON	MORSE	

BR 11 SP 8 LA 2

\$212.34 SP  
\$33.41 BR

REDACTED

dismissed

EMPLOYEE	DATE	CATEGORY	DATE	LAST NAME	ADDRESS	CITY	ASSOCIATE ACCOUNT NUMBER
BSG	CREDIT	ASSIST	01-Sep-04			SPRINGFIELD	HARTMAN
BSG	CREDIT	PLAN	02-Sep-04			SPRINGFIELD	DEPINA
BSG	METER	ADJUST	02-Sep-04			CANTON	TEIXEIRA
BSG	BILL	EXPLAIN	03-Sep-04			CANTON	ALLGAIER
BSG	MISC	ASSIST	03-Sep-04			METHUEN	ALLGAIER
BSG	CREDIT	ASSIST	08-Sep-04			BROCKTON	HARTMAN
BSG	BILL	ASSIST	09-Sep-04			NORTON	MARTINEZ
BSG	CREDIT	PLAN	09-Sep-04			HOLBROOK	Z
BSG	CREDIT	ASSIST	09-Sep-04			LAWRENCE	TIERNAN
BSG	CREDIT	PLAN	09-Sep-04			SPRINGFIELD	DEPINA
BSG	CREDIT	PLAN	10-Sep-04			METHUEN	OTOOLE
BSG	CREDIT	RESTORE	14-Sep-04			SPRINGFIELD	OTOOLE
BSG	CREDIT	PLAN	17-Sep-04			CHICOPEE	MARCHANT
BSG	CREDIT	NO-RESP	20-Sep-04			BROCKTON	DEPINA
BSG	QUAL	EXPLAIN	20-Sep-04			SPRINGFIELD	MARCHANT
BSG	CREDIT	ASSIST	21-Sep-04			FOXBORO	OTOOLE
BSG	CREDIT	ASSIST	21-Sep-04			MARSHFIELD	HARTMAN
BSG	CREDIT	EXPLAIN	21-Sep-04			SPRINGFIELD	MORSE
BSG	CREDIT	ASSIST	21-Sep-04			MEADOW	ALLGAIER
BSG	BILL	EXPLAIN	21-Sep-04			Methuen	TIERNAN
BSG	BILL	EXPLAIN	22-Sep-04			FRANKLIN	OTOOLE
BSG	CREDIT		23-Sep-04			LAWRENCE	HARTMAN
BSG	CREDIT		23-Sep-04			LAWRENCE	ALLGAIER
BSG	CREDIT	EXPLAIN	27-Sep-04			BROCKTON	MORSE
BSG	BILL	ASSIST	29-Sep-04			SPRINGFIELD	HARTMAN
BSG	CREDIT	PLAN	29-Sep-04			BELLINGHAM	Z

BR	SP	LA	Total
10	9	6	25
	-1	-1	
	-1	5	22
10	7		

REDACTED

COMPANY	TYPE	DESCRIPTION	DATE	AMOUNT	ADDRESS	ASSOCIATE ACCOUNTING
BSG	CREDIT	EXPLAIN	01-Oct-04		SPRINGFIELD	OTOOLE
BSG	CREDIT	ASSIST	01-Oct-04		BROCKTON	TEIXEIRA
BSG	CREDIT	SUSTAIN	01-Oct-04		SPRINGFIELD	OTOOLE
BSG	QUAL	ASSIST	05-Oct-04		BROCKTON	HARTMAN
BSG	CREDIT	ASSIST	06-Oct-04		SPRINGFIELD	TIERNAN
BSG	CREDIT	ASSIST	07-Oct-04		SPRINGFIELD	TIERNAN
BSG	BILL	ADJUST	08-Oct-04		CHATHAM	HARTMAN
BSG	DENY	ASSIST	12-Oct-04		FRANKLIN	RYAN
BSG	CREDIT	ASSIST	12-Oct-04		LAWRENCE	ALLGAIER
BSG	CREDIT	ASSIST	13-Oct-04		SPRINGFIELD	HARTMAN
BSG	BILL		13-Oct-04		MEADOW	TEIXEIRA
BSG	CREDIT	EXPLAIN	13-Oct-04		SPRINGFIELD	HARTMAN
BSG	CREDIT	EXPLAIN	15-Oct-04		W Springfield	TIERNAN
BSG	BILL	EXPLAIN	15-Oct-04		MEDFIELD	MARCHANT
BSG	QUAL	ASSIST	18-Oct-04		STOUGHTON	MORSE
BSG	CREDIT	PLAN	18-Oct-04		SPRINGFIELD	OTOOLE
BSG	CREDIT	ASSIST	19-Oct-04		WALPOLE	HARTMAN
BSG	REG	EXPLAIN	19-Oct-04		PEMBROKE	MORSE
BSG	BILL		20-Oct-04		SPRINGFIELD	HARTMAN
BSG	CREDIT	ASSIST	20-Oct-04		TAUNTON	OTOOLE
BSG	CREDIT	EXPLAIN	26-Oct-04		SPRINGFIELD	MARCHANT
BSG	CREDIT		27-Oct-04		SPRINGFIELD	TIERNAN
BSG	BILL		27-Oct-04		SPRINGFIELD	TIERNAN
BSG	QUAL	EXPLAIN	28-Oct-04		HAMPTON	MARTINEZ

dismissed

dismissed

#####  
 Brockton \$102.90 /  
 \$102.90 Total October Adjustments

339583001 Rental charges

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Total	Lawrence	Springfield	Brockton
	1	14	9
	Dismissed	-1	-1
		-1	-1
		12	7

REDACTED

COMPANY	TYPE	CATEGORY	OPEN DATE	LAST NAME	LOCATION	ASSIGN	ACCOUNT NUM
BSG	CREDIT	ASSIST	01-Nov-04	BROCKTON	BROCKTON	MARTINEZ	
BSG	CREDIT	EXPLAIN	01-Nov-04	BROCKTON	BROCKTON	RYAN	
BSG	CREDIT	PROTECT	01-Nov-04	SPRINGFIELD	SPRINGFIELD	TIERNAN	
BSG	BILL	ASSIST	03-Nov-04	BROCKTON	BROCKTON	DEPINA	
BSG	CREDIT	EXPLAIN	03-Nov-04	BROCKTON	BROCKTON	MARCHANT	
BSG	CREDIT	EXPLAIN	05-Nov-04	ORCHARD	ORCHARD	ALLGAIER	
BSG	DENY	ASSIST	05-Nov-04	BROCKTON	BROCKTON	Z	
BSG	REG	ASSIST	08-Nov-04	BROCKTON	BROCKTON	MARTINEZ	
BSG	CREDIT	ASSIST	09-Nov-04	METHUEN	METHUEN	Z	
BSG	CREDIT	ASSIST	09-Nov-04	LONGMEADO	LONGMEADO	DEPINA	
BSG	CREDIT	ASSIST	10-Nov-04	BROCKTON	BROCKTON	MARCHANT	
BSG	CREDIT	EXPLAIN	10-Nov-04	LAWRENCE	LAWRENCE	TIERNAN	
BSG	BILL	EXPLAIN	10-Nov-04	BROCKTON	BROCKTON	HARTMAN	
BSG	CREDIT	ASSIST	10-Nov-04	MARSHFIELD	MARSHFIELD	DEPINA	
BSG	REG	EXPLAIN	10-Nov-04	BROCKTON	BROCKTON	TEIXEIRA	
BSG	CREDIT	PLAN	10-Nov-04	MARSHFIELD	MARSHFIELD	TIERNAN	
BSG	BILL	ASSIST	12-Nov-04	ORCHARD	ORCHARD	TEIXEIRA	
BSG	BILL	ADJUST	15-Nov-04	HAMPTON	HAMPTON	MARCHANT	
BSG	CREDIT	EXPLAIN	18-Nov-04	SPRINGFIELD	SPRINGFIELD	TIERNAN	
BSG	CREDIT	EXPLAIN	18-Nov-04	METHUEN	METHUEN	RYAN	
BSG	RATE	ASSIST	19-Nov-04	SPRINGFIELD	SPRINGFIELD	Z	
BSG	BILL	EXPLAIN	22-Nov-04	BROCKTON	BROCKTON	DEPINA	
BSG	BILL	ADJUST	22-Nov-04	BROCKTON	BROCKTON	TEIXEIRA	
BSG	BILL	ADJUST	22-Nov-04	Foxboro	Foxboro	TIERNAN	
BSG	RATE	EXPLAIN	22-Nov-04	HAMPTON	HAMPTON	MARTINEZ	
BSG	BILL	ASSIST	23-Nov-04	SHARON	SHARON	MORSE	
BSG	QUAL	EXPLAIN	23-Nov-04	W Springfield	W Springfield	TIERNAN	
BSG	DENY	SUSTAIN	29-Nov-04				

Brockton	Springfield	Lawrence	Total
15	9	3	
	-2		
15	7	3	25
		Dismissed	

Brockton Springfield Lawrence  
\$636.22 \$1,420.19

REDACTED

COMPANY	DATE RECEIVED	NO. CATEGORY	DATE RECEIVED	ASSOCIATE	STATUS
BSG	COMM	ADJUST	01-Dec-04	TAUNTON	dismissed
BSG	BILL	ASSIST	03-Dec-04	LAWRENCE	dismissed
BSG	QUAL		03-Dec-04	MEADOW	dismissed
BSG	CREDIT	EXPLAIN	08-Dec-04	HAMPDEN	
BSG	DENY	ASSIST	10-Dec-04	WALPOLE	
BSG	BILL	ASSIST	14-Dec-04	SPRINGFIELD	
BSG	CREDIT	EXPLAIN	14-Dec-04	WALPOLE	
BSG	BILL	EXPLAIN	14-Dec-04	WALPOLE	
BSG	BILL	ADJUST	14-Dec-04	WALPOLE	
BSG	BILL	ASSIST	14-Dec-04	WALPOLE	
BSG	CREDIT	PLAN	15-Dec-04	SPRINGFIELD	
BSG	REG	ASSIST	20-Dec-04	SPRINGFIELD	
BSG	BILL	NO-RESP	22-Dec-04	TAUNTON	dismissed
BSG	BILL	ADJUST	22-Dec-04	BROCKTON	
BSG	BILL	ASSIST	28-Dec-04	SPRINGFIELD	
BSG	BILL		29-Dec-04	N	
BSG	QUAL		29-Dec-04	FOXBORO	
				MORALDO	
				DEPINA	
				HARTMAN	
				MARCHANT	
				DEPINA	
				TIERNAN	
				HARTMAN	
				TIERNAN	
				MARCHANT	
				TIERNAN	
				TIERNAN	
				MARTINEZ	
				TIERNAN	
				TIERNAN	
				TEIXEIRA	
				OTOOLE	
				OTOOLE	

Total  
13

LA  
1

SP  
7

BR  
5

REDACTED

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**DTE CONSUMER DIVISION  
COMPLAINT LOG  
2003**

[illegible]



[illegible]

DATE	DESCRIPTION	ACCOUNT	DEBIT	CREDIT	BALANCE	DATE	DESCRIPTION	ACCOUNT	DEBIT	CREDIT	BALANCE
1/1/00	OPENING BALANCE	1000			0.00	1/1/00	OPENING BALANCE	1000			0.00
1/15/00	DEPOSIT	1000		1000.00	1000.00	1/15/00	DEPOSIT	1000		1000.00	1000.00
2/1/00	DEPOSIT	1000		2000.00	2000.00	2/1/00	DEPOSIT	1000		3000.00	3000.00
2/15/00	DEPOSIT	1000		4000.00	4000.00	2/15/00	DEPOSIT	1000		5000.00	5000.00
3/1/00	DEPOSIT	1000		6000.00	6000.00	3/1/00	DEPOSIT	1000		7000.00	7000.00
3/15/00	DEPOSIT	1000		8000.00	8000.00	3/15/00	DEPOSIT	1000		9000.00	9000.00
4/1/00	DEPOSIT	1000		10000.00	10000.00	4/1/00	DEPOSIT	1000		11000.00	11000.00
4/15/00	DEPOSIT	1000		12000.00	12000.00	4/15/00	DEPOSIT	1000		13000.00	13000.00
5/1/00	DEPOSIT	1000		14000.00	14000.00	5/1/00	DEPOSIT	1000		15000.00	15000.00
5/15/00	DEPOSIT	1000		16000.00	16000.00	5/15/00	DEPOSIT	1000		17000.00	17000.00
6/1/00	DEPOSIT	1000		18000.00	18000.00	6/1/00	DEPOSIT	1000		19000.00	19000.00
6/15/00	DEPOSIT	1000		20000.00	20000.00	6/15/00	DEPOSIT	1000		21000.00	21000.00
7/1/00	DEPOSIT	1000		22000.00	22000.00	7/1/00	DEPOSIT	1000		23000.00	23000.00
7/15/00	DEPOSIT	1000		24000.00	24000.00	7/15/00	DEPOSIT	1000		25000.00	25000.00
8/1/00	DEPOSIT	1000		26000.00	26000.00	8/1/00	DEPOSIT	1000		27000.00	27000.00
8/15/00	DEPOSIT	1000		28000.00	28000.00	8/15/00	DEPOSIT	1000		29000.00	29000.00
9/1/00	DEPOSIT	1000		30000.00	30000.00	9/1/00	DEPOSIT	1000		31000.00	31000.00
9/15/00	DEPOSIT	1000		32000.00	32000.00	9/15/00	DEPOSIT	1000		33000.00	33000.00
10/1/00	DEPOSIT	1000		34000.00	34000.00	10/1/00	DEPOSIT	1000		35000.00	35000.00
10/15/00	DEPOSIT	1000		36000.00	36000.00	10/15/00	DEPOSIT	1000		37000.00	37000.00
11/1/00	DEPOSIT	1000		38000.00	38000.00	11/1/00	DEPOSIT	1000		39000.00	39000.00
11/15/00	DEPOSIT	1000		40000.00	40000.00	11/15/00	DEPOSIT	1000		41000.00	41000.00
12/1/00	DEPOSIT	1000		42000.00	42000.00	12/1/00	DEPOSIT	1000		43000.00	43000.00
12/15/00	DEPOSIT	1000		44000.00	44000.00	12/15/00	DEPOSIT	1000		45000.00	45000.00
1/1/01	DEPOSIT	1000		46000.00	46000.00	1/1/01	DEPOSIT	1000		47000.00	47000.00
1/15/01	DEPOSIT	1000		48000.00	48000.00	1/15/01	DEPOSIT	1000		49000.00	49000.00
2/1/01	DEPOSIT	1000		50000.00	50000.00	2/1/01	DEPOSIT	1000		51000.00	51000.00
2/15/01	DEPOSIT	1000		52000.00	52000.00	2/15/01	DEPOSIT	1000		53000.00	53000.00
3/1/01	DEPOSIT	1000		54000.00	54000.00	3/1/01	DEPOSIT	1000		55000.00	55000.00
3/15/01	DEPOSIT	1000		56000.00	56000.00	3/15/01	DEPOSIT	1000		57000.00	57000.00

Adjustments

Gas was shut off due to a fire in Nov 2002. Meter was not actually locked until Feb 03. Customers removed from low income rate in error. Is eligible for assistance through LMAA

## Adhesives

\$18.31  
\$147.14  
\$159.45

[illegible]

REDACTED

DATE	TYPE	CATEGORY	PERIOD	DATE OPEN	DATE CLOSE	COMPANY	# of Days	LAST NAME	CITY	ASSOCIATE	ACCOUNT NUMBER	Root Cause	Comments
02-Jun-03	MISC			02-Jun-03	11-Jun-03	0 ok		SPRINGFIELD	FERNANDEZ			N/A	Customer provided customer with a direct
02-Jun-03	QUAL	ASSIST	PLAN	02-Jun-03	02-Jun-03	0 ok		LAWRENCE	TEXERA			Call Center	Customer got through to the company
02-Jun-03	BILL	SUSTAIN	PLAN	02-Jun-03	02-Jun-03	0 ok		RANDOLPH	MARCHANT			IT	Bill format presentation confusion
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		BROCKTON	RYAN			Credit	Disputed amount required to stop stop
02-Jun-03	DENY	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	MCCOOLIN			Credit	Disputed amount required to stop stop
02-Jun-03	BILL	ASSIST	PLAN	02-Jun-03	02-Jun-03	0 ok		TAUNTON	OTOOLE			Call Center	Account not already been adjusted back
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		HOLBROOK	MARCHANT			Credit	Disputed amount required to stop stop
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SCITUATE	MCCOOLIN			N/A	Full balance required prior broken air
02-Jun-03	QUAL	ASSIST	PLAN	02-Jun-03	02-Jun-03	0 ok		CHICOPEE	MCCOOLIN			Billing	Not a customer, is a contractor
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	TEXERA			Credit	Commercial Account crossed meters
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		BROCKTON	RYAN			Credit	Customer scheduled meter on first arrival
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		METHUEN	DEPINA			Credit	Company scheduled meter on first arrival
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	KATZ			Credit	Full balance required prior broken air
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		ANDOVER	RYAN			Call Center	Full balance required prior broken air
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		CANTON	FERNANDEZ			Credit	Could not get through to company
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	OTOOLE			Credit	Customer disputed the amount required to
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		LUDLOW	RYAN			Credit	Application requirements
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		TAUNTON	MCCOOLIN			Credit	Company had responded to note received
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		ATLANTIC	MARTINEZ			Credit	Full balance required prior broken air
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		BRIDGEWATER	OTOOLE			Credit	Perception that bill was incorrect
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		BROCKTON	MORALDO			Call Center - Customer	Full balance required prior broken air
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	DEPINA			Billing	Claims requested turn off No record of c
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		BROCKTON	FERNANDEZ			Credit	Continued billing at former address
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		LAWRENCE	KATZ			Credit	Full balance required prior broken air
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	KATZ			Credit	In June the shut off meter was disconnected
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SEEKONK	OTOOLE			Billing	Customer fuel assistance was applied to
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		EASTON	FERNANDEZ			Customer	Denial letter issued before company recei
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	OTOOLE			Customer	Call account. This was a letter that the del
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	OTOOLE			Customer	Customer called DTE to report that he dis
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	OTOOLE			Customer	Gas left off after meter change
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	OTOOLE			Customer	Appliance service change complaint
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	OTOOLE			Customer	Router not read
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	OTOOLE			Customer	Customer gas was shut off after payment in
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	OTOOLE			Customer	Disputed amount required to stop stop
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	OTOOLE			Customer	Disputed amount required to stop stop
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	OTOOLE			Customer	DTE CC'd on letter-Chris told company *
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	OTOOLE			Customer	Perception that bill was incorrect and was
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	OTOOLE			Customer	Call was about why meter had not been rec
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	OTOOLE			Customer	First bill not received within 60 days
02-Jun-03	CREDIT	PLAN	PLAN	02-Jun-03	02-Jun-03	0 ok		SPRINGFIELD	OTOOLE			Billing	Delay in scheduling turn on order

\$549.61	402.72	0	402.72
\$1,239.32	402.72		
\$2,150.65			
\$1,239.32			
\$402.72			

536453005	Payment applied to incorrect account	
743453009	First bill not issued within 60 days	\$257.87
909453007	First bill not issued within 60 days	\$670.00
507453003	First bill not issued within 60 days	\$1,043.59
		\$709.82
<b>Total</b>		<b>\$3,771.28</b>

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COMPANY	TYPE	CATEGORY	FOREDATE	LAST NAME	CITY	ASSOCIATE	ACCOUNT NUMBER
BSG	CREDIT	PROTECT	03-Nov-03		SPRINGFIELD	OTOOLE	
BSG	QUAL	ASSIST	03-Nov-03		Springfield	ABELEW	
BSG	REG	PLAN	03-Nov-03		HOLBROOK	TEIXEIRA	
BSG	CREDIT	PLAN	04-Nov-03		BROCKTON	OTOOLE	
BSG	BILL	ADJUST	04-Nov-03		LAWRENCE	DEPINA	
BSG	CREDIT	ASSIST	05-Nov-03		BROCKTON	FERNANDEZ	
BSG	QUAL	ASSIST	05-Nov-03		SEEKONK	MARCHANT	
BSG	QUAL		07-Nov-03		TAUNTON	OTOOLE	
BSG	QUAL		07-Nov-03		SPRINGFIELD	MARCHANT	
BSG	DENY	ASSIST	07-Nov-03		HADLEY	OTOOLE	
BSG	CREDIT	ASSIST	07-Nov-03		SPRINGFIELD	OTOOLE	
BSG	CREDIT		10-Nov-03		BROCKTON	OTOOLE	
BSG	MISC		12-Nov-03		CANTON	MUI	
BSG	MISC		12-Nov-03		RANDOLPH	TEIXEIRA	
BSG	METER	ADJUST	12-Nov-03		BROCKTON	ABELEW	
BSG	CREDIT	EXPLAIN	12-Nov-03		MANSFIELD	OTOOLE	
BSG	CREDIT	PLAN	13-Nov-03		SPRINGFIELD	MARCHANT	
BSG	CREDIT	PLAN	13-Nov-03		BROCKTON	MARCHANT	
BSG	CREDIT	EXPLAIN	17-Nov-03		AVON	MORALDO	
BSG	BILL	ASSIST	17-Nov-03		BROCKTON	DEPINA	
BSG	CREDIT		17-Nov-03		LAWRENCE	DEPINA	
BSG	BILL	ADJUST	17-Nov-03		SPRINGFIELD	TEIXEIRA	
BSG	BILL	ASSIST	18-Nov-03		BOSTON	OTOOLE	
BSG	CREDIT	ASSIST	18-Nov-03		ANDOVER	FERNANDEZ	
BSG	COMM	EXPLAIN	18-Nov-03		SPRINGFIELD	DEPINA	
BSG	QUAL	EXPLAIN	18-Nov-03		BROCKTON	DEPINA	
BSG	CREDIT	PLAN	19-Nov-03				
BSG	BILL		26-Nov-03				

Nov-03  
26

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Springfield  
Brockton  
Lawrence

\$347.51  
\$71.03  
\$36.03  
\$454.67 total

\$454.67

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COMPANY	TYPE	CATEGORY	OPEN DATE	LAST NAME	CLIN	ASSOCIATE ACCOUNT NUMBER
Dec-03	24					
BSG	QUAL	ASSIST	01-Dec-03	BARRINGTON	TEIXEIRA	
BSG	CREDIT	RESTORE	01-Dec-03	SOUTHWICK	OTOOLE	
BSG	BILL	ADJUST	03-Dec-03	IRN	RYAN	
BSG	BILL	EXPLAIN	04-Dec-03	BROCKTON	ABEWE	
BSG	BILL	ASSIST	04-Dec-03	AVON	MORALDO	
BSG	CREDIT	EXPLAIN	05-Dec-03	SHARON	OTOOLE	
BSG	CREDIT	ASSIST	05-Dec-03	ANDOVER	MORALDO	
BSG	CREDIT	PLAN	08-Dec-03	ATTLEBORO	DEPINA	
BSG	CREDIT	CONF	08-Dec-03	CANTON	MARCHANT	
BSG	CREDIT	RESTORE	09-Dec-03	BROCKTON	ABEWE	
BSG	CREDIT	ASSIST	09-Dec-03	CANTON	LECHTUR	
BSG	CREDIT	ADJUST	10-Dec-03	MANSFIELD	RYAN	
BSG	BILL	ASSIST	11-Dec-03	HANSON	MARTINEZ	
BSG	BILL	PLAN	12-Dec-03	METHUEN	RYAN	
BSG	CREDIT	EXPLAIN	12-Dec-03	CHICOPEE	DEPINA	
BSG	BILL	ASSIST	15-Dec-03	STOUGHTON	OTOOLE	
BSG	BILL	PLAN	15-Dec-03	BROCKTON	FERNANDEZ	
BSG	CREDIT	ASSIST	16-Dec-03	BROCKTON	OTOOLE	
BSG	CREDIT	ASSIST	16-Dec-03	BROCKTON	MARCHANT	
BSG	QUAL	ASSIST	16-Dec-03	RANDOLPH	MARCHANT	
BSG	BILL	EXPLAIN	17-Dec-03	MILLIS	OTOOLE	
BSG	CREDIT	EXPLAIN	17-Dec-03	METHUEN	RYAN	
BSG	BILL	ADJUST	17-Dec-03	HOLBROOK	ABEWE	
BSG	BILL	ADJUST	30-Dec-03	LAWRENCE	RYAN	

Springfield Lawrence

Brockton  
\$85.62  
\$17.27  
\$291.91  
\$285.00  
\$679.80

\$85.62  
\$17.27  
\$291.91  
\$285.00  
\$679.80 Total

\$679.80

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**DTE CONSUMER DIVISION  
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2002**

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BSG  
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2/12/2002

BSG	BILL	B1	MORALDO	1/2/2002	1/3/2002	SPRINGFIELD
BSG	BILL	B1	MARTINEZ	1/3/2002	1/4/2002	LAWRENCE
BSG	BILL	B12	FERNANDEZ	1/7/2002	1/7/2002	SPRINGFIELD
BSG	BILL	B12	TEIXEIRA	1/7/2002	1/8/2002	STOUGHTON
BSG	BILL	B2	OTOOLE	1/8/2002		SPRINGFIELD
BSG	RATE	R8	OTOOLE	1/8/2002		CANTON
BSG	RATE	R8	OTOOLE	1/8/2002	2/11/2002	EAST LONGMEAD
BSG	BILL	B1	MARTINEZ	1/8/2002		HANOVER
BSG	BILL	B12	CRONK	1/11/2002	1/23/2002	FOXBORO
BSG	BILL		MARTINEZ	1/14/2002	1/18/2002	SPRINGFIELD
BSG	BILL	B1	McGough	1/14/2002	1/16/2002	AGAWAM
BSG	CRED	C1	WINSTON	1/14/2002		NORWELL
BSG	BILL	B1	WINSTON	1/16/2002		
BSG	BILL	B4	FERNANDEZ	1/17/2002	1/17/2002	SPRINGFIELD
BSG	BILL	B12	MARCHANT	1/16/2002	1/22/2002	CHICOPEE
BSG	BILL	B11	TEIXEIRA	1/23/2002	1/25/2002	BROCKTON
BSG	CRED	C4	OTOOLE	1/23/2002		NORTHAMPTON
BSG	RATE	R8	TEIXEIRA	1/23/2002		
BSG	QUAL	Q8	FERNANDEZ	1/23/2002	1/28/2002	RANDOLPH
BSG	BILL	B12	FERNANDEZ	1/23/2002	1/28/2002	METHUEN
BSG	METE	M3	FERNANDEZ	1/23/2002	1/28/2002	METHUEN
BSG	BILL	B1	MCCOLGIN	1/30/2002		LAWRENCE
BSG	BILL	B12	FERNANDEZ	1/31/2002	1/31/2002	CHICOPEE

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3/12/2002

COMP	TYPE	ASSOCIATE	OPENDATE	CATEGORY	CODE	CLOSEDATE	LASTNAME	ACCOUNTNUM
BSG	BILL	FERNANDEZ	2/1/2002	WITHDRA	B12	2/1/2002		
BSG	CREDIT	OTOOLE	2/11/2002					
BSG	BILL	CRONK	2/12/2002		B1			
BSG	BILL	OTOOLE	2/12/2002		B12			
BSG	METER	MARTINEZ	2/12/2002	EXPLAIN	M3	2/14/2002		
BSG	BILL	CRONK	2/13/2002	ADJUST	B11	2/14/2002		
BSG	BILL	WINSTON	2/13/2002	EXPLAIN	B1	2/27/2002		
BSG	BILL	CRONK	2/20/2002	PLAN	B3	2/20/2002		
BSG	CREDIT	RYAN	2/20/2002	ASSIST	C1	2/20/2002		
BSG	BILL	WINSTON	2/21/2002		B1			
BSG	CREDIT	MORALDO	2/22/2002	PLAN	C2	2/25/2002		
BSG	BILL	WINSTON	2/25/2002	ASSIST	B11	2/25/2002		
BSG	BILL	CRONK	2/25/2002		B12			

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4/8/2002

COMPANY	STATE	ADDRESS	DATE	DATE	DATE	DATE	DATE	DATE	DATE
BSG	DENY	D1	FERNANDEZ	3/4/2002	3/11/2002			ASSIST	LAWRENCE
BSG	CREDI	C1	MORALDO	3/5/2002	3/8/2002			RESTORE	BELLINGHAM
BSG	BILL	B12	OTOOLE	3/11/2002					South Attleboro
BSG	CREDI	C3	OTOOLE	3/11/2002					SPRINGFIELD
BSG	CREDI	C4	MARTINEZ	3/11/2002	3/11/2002			ASSIST	WILBRAHAM
BSG	QUAL	Q1	CRONK	3/11/2002					ANDOVER
BSG	RATE	RS4	MARTINEZ	3/11/2002	3/27/2002			EXPLAIN	LONGMEADOW
BSG	BILL	B11	OTOOLE	3/12/2002	4/1/2002			ASSIST	LAWRENCE
BSG	BILL	B7	FERNANDEZ	3/12/2002	3/12/2002			ASSIST	SPRINGFIELD
BSG	CREDI	C3	CRONK	3/12/2002	3/12/2002			ASSIST	METHUEN
BSG	BILL	B12	OTOOLE	3/13/2002					METHUEN
BSG	BILL	B1	MCCOLGIN	3/14/2002					LAWRENCE
BSG	BILL	B12	MORALDO	3/14/2002	3/28/2002			ADJUST	BROCKTON
BSG	CREDI	C1	MCCOLGIN	3/22/2002					BROCKTON
BSG	CREDI	C1	TEIXEIRA	3/28/2002					EAST LONGMEAD
BSG	CREDI	C1	CRONK	3/28/2002	3/28/2002			ASSIST	BROCKTON
BSG	CREDI	C3	MCCOLGIN	3/28/2002	3/28/2002			PROTECT	SPRINGFIELD
BSG	BILL	B1	RYAN	3/27/2002					NORTON
BSG	CREDI	B1	RYAN	3/27/2002	4/5/2002			RESTORE	CHICOPEE
BSG	CREDI	C3	RYAN	3/27/2002	3/27/2002			PLAN	SPRINGFIELD
BSG	CREDI	C1	RYAN	3/28/2002	3/28/2002			ASSIST	FORT LAUDERDA
BSG	CREDI	C1	OTOOLE	3/29/2002	3/29/2002			EXPLAIN	FRANKLIN
BSG	CREDI	C3	MCCOLGIN	3/29/2002					BROCKTON
BSG	MISC	MS2	MARCHANT	3/29/2002	4/8/2002			ASSIST	FOXBORO

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BSG	BILL	B1	MCCOLGIN	4/1/2002	4/4/2002	ADJUST	SPRINGFIELD
BSG	CREDI	C1	MCCOLGIN	4/1/2002	4/1/2002	RESTORE	HOLBROOK
BSG	CREDI	C1	OTOOLE	4/1/2002	4/1/2002	RESTORE	HOLBROOK
BSG	CREDI	C3	MARCHANT	4/1/2002	4/1/2002	ASSIST	NORTON
BSG	CREDI	C3	MCCOLGIN	4/1/2002	4/1/2002	PLAN	SPRINGFIELD
BSG	CREDI	C3	MCCOLGIN	4/1/2002	4/4/2002	PLAN	SPRINGFIELD
BSG	CREDI	C3	MARCHANT	4/1/2002	4/8/2002	PLAN	SPRINGFIELD
BSG	BILL	B12	MARTINEZ	4/2/2002	4/12/2002	ADJUST	SPRINGFIELD
BSG	MISC		FERNANDEZ	4/2/2002			TAUNTON
BSG	CREDI	C1	MCCOLGIN	4/3/2002	4/24/2002	RESTORE	BROCKTON
BSG	CREDI	C4	CRONK	4/3/2002	4/3/2002	EXPLAIN	SEEKONK
BSG	CREDI	C1	MCCOLGIN	4/4/2002	4/4/2002	ASSIST	RANDOLPH
BSG	CREDI	C1	MCCOLGIN	4/4/2002	4/4/2002	RESTORE	HOPKINTON
BSG	BILL	B8	BLEACH	4/8/2002	4/8/2002	ASSIST	FRANKLIN
BSG	CREDI	C1	MCCOLGIN	4/8/2002	4/8/2002	RESTORE	LAWRENCE
BSG	CREDI	C1	CRONK	4/8/2002	4/16/2002	PLAN	BROCKTON
BSG	BILL	B1	RYAN	4/9/2002	4/9/2002	EXPLAIN	NORTON
BSG	BILL	B3	RYAN	4/9/2002	4/16/2002	ASSIST	EASTHAMPTON
BSG	CREDI	C3	RYAN	4/9/2002	4/9/2002	PLAN	NORTH HAMPTO.
BSG	BILL	B12	MARTINEZ	4/10/2002	4/24/2002	SUSTAIN	METHUEN
BSG	CREDI	C1	WINSTON	4/10/2002	4/10/2002	EXPLAIN	CANTON
BSG	CREDI	C3	OTOOLE	4/10/2002	4/10/2002	PLAN	BROCKTON
BSG	MISC	MS2	MARTINEZ	4/10/2002	4/10/2002	ASSIST	FRANKLIN
BSG	QUAL	Q1	CRONK	4/10/2002	4/22/2002	NO RESP	LUDLOW
BSG	CREDI	AC1	MORALDO	4/11/2002	4/11/2002	ASSIST	ATTLEBORO
BSG	CREDI	C1	MARCHANT	4/11/2002	4/16/2002	EXPLAIN	METHUEN
BSG	CREDI	C3	MORALDO	4/11/2002	4/11/2002	PROTECT	BROCKTON
BSG	CREDI	C4	TEIXEIRA	4/11/2002	5/3/2002	ADJUST	BRIDGEWATER
BSG	SAN C	SC2	MARCHANT	4/11/2002	4/16/2002	EXPLAIN	SPRINGFIELD
BSG	CREDI	C1	OTOOLE	4/12/2002	4/12/2002	EXPLAIN	BROCKTON
BSG	BILL	B1	MCCOLGIN	4/16/2002			METHUEN
BSG	CREDI	C1	TEIXEIRA	4/16/2002	4/16/2002	PLAN	BROCKTON
BSG	CREDI	C3	TEIXEIRA	4/16/2002	4/16/2002	PLAN	TAUNTON
BSG	CREDI	C3	MARCHANT	4/16/2002	4/16/2002	PROTECT	Feeding Hills
BSG	CREDI	C3	MARCHANT	4/16/2002	4/26/2002	PLAN	WEST SPRINGFIELD
BSG	BILL	B1	RYAN	4/17/2002	4/26/2002	ADJUST	FEEDINGHILL
BSG	CREDI	C1	MARTINEZ	4/17/2002	4/17/2002	ASSIST	METHUEN
BSG	CREDI	C3	MORALDO	4/17/2002			HANDOVER
BSG	CREDI	C3	OTOOLE	4/17/2002	4/18/2002	PLAN	BROCKTON
BSG	CREDI	C3	WINSTON	4/17/2002	5/1/2002	EXPLAIN	SPRINGFIELD
BSG	CREDI	C1	CRONK	4/18/2002	4/18/2002	PLAN	MEDWAY
BSG	CREDI	C3	MARCHANT	4/18/2002	4/18/2002	ASSIST	WEST SPRINGFIELD
BSG	CREDI	C1	MARCHANT	4/18/2002	4/18/2002	RESTORE	ATTLEBORO
BSG	CREDI	C3	MCCOLGIN	4/18/2002			HANDOVER
BSG	CREDI	CC1	MARCHANT	4/18/2002	4/19/2002	EXPLAIN	BROCKTON
BSG	BILL	B1	RYAN	4/22/2002	4/24/2002	ADJUST	LAWRENCE
BSG	BILL	B12	MARTINEZ	4/22/2002			LAWRENCE
BSG	BILL	B12	OTOOLE	4/22/2002			SPRINGFIELD
BSG	BILL	B8	CRONK	4/22/2002			RANDOLPH
BSG	CREDI	C1	CRONK	4/22/2002	4/22/2002	PLAN	MARSHFIELD
BSG	CREDI	C1	OTOOLE	4/22/2002	4/22/2002	SUSTAIN	EAST LONGMEAD
BSG	BILL		OTOOLE	4/23/2002	4/23/2002	ASSIST	LONG MEADOW
BSG	BILL	B1	MARCHANT	4/23/2002	4/23/2002	ASSIST	Springfield



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5/10/2002

COMPANY	TYPE	CODE	ASSOCIATE	OPEN DATE	CLOSED DATE	LOCATION
BSG	BILL	B5	FERNANDEZ	4/23/2002	4/30/2002	ASSIST BELLINGHAM
BSG	CREDI		MARCHANT	4/23/2002	4/23/2002	ASSIST BROCKTON
BSG	QUAL	MS2	MARTINEZ	4/23/2002	5/8/2002	ASSIST CHICOPEE
BSG	CREDI	C1	OTOOLE	4/24/2002	4/24/2002	PLAN Hanson
BSG	CREDI	C1	CRONK	4/24/2002	4/24/2002	PLAN METHUEN
BSG	CREDI	C3	MCCOLGIN	4/24/2002	5/10/2002	PROTECT SPRINGFIELD
BSG	CREDI	C1	WINSTON	4/28/2002		BROCKTON
BSG	QUAL	Q8	OTOOLE	4/28/2002	4/28/2002	EXPLAIN BROCKTON
BSG	CREDI	C1	OTOOLE	4/29/2002	4/29/2002	PLAN STOUGHTON
BSG	CREDI	C3	RYAN	4/29/2002	4/29/2002	PLAN MARSHFIELD
BSG	QUAL	Q10	MORALDO	4/29/2002	4/29/2002	ASSIST LAWRENCE
BSG	BILL	B1	MARTINEZ	4/30/2002	5/6/2002	ASSIST ANDOVER
BSG	CREDI	C1	CRONK	4/30/2002	4/30/2002	PLAN LAWRENCE

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May 2002 - OPR

BSG	REG	TEIXEIRA	5/2/2002	5/2/2002	EXPLAIN	FLORENCE
BSG	REG	TEIXEIRA	5/2/2002	5/2/2002	RESTORE	BROCKTON
BSG	CREDI	CRONK	5/3/2002	5/3/2002	ASSIST	SPRINGFIELD
BSG	CREDI	CRONK	5/3/2002	5/3/2002	PLAN	GRABBY
BSG	REG	FERNANDEZ	5/6/2002	5/6/2002	WITHDRAW	BROCKTON
BSG	CREDI	MCCOLGIN	5/6/2002	5/6/2002	EXPLAIN	BROCKTON
BSG	DEPT	MORALDO	5/6/2002	5/6/2002	ASSIST	METHUEN
BSG	QUAL	TEIXEIRA	5/6/2002	5/6/2002	RESTORE	LAWRENCE
BSG	REG	MCCOLGIN	5/7/2002	5/7/2002	CC	STOUGHTON
BSG	CREDI	MARCHANT	5/7/2002	5/7/2002	PLAN	SPRINGFIELD
BSG	REG	MORALDO	5/7/2002	5/7/2002	PLAN	HOLBROOK
BSG	CREDI	MCCOLGIN	5/7/2002	5/7/2002	RESTORE	METHUEN
BSG	CREDI	BEACH	5/8/2002	5/8/2002	NO RESP	TAUNTON
BSG	CREDI	FERNANDEZ	5/8/2002	5/8/2002	ASSIST	WALPOLE
BSG	CREDI	MARTINEZ	5/8/2002	5/8/2002	ASSIST	BROCKTON
BSG	REG	MCCOLGIN	5/10/2002	5/10/2002	EXPLAIN	NORTON
BSG	REG	MCCOLGIN	5/10/2002	5/10/2002	ADJUST	METHUEN
BSG	REG	TEIXEIRA	5/10/2002	5/10/2002	ADJUST	SPRINGFIELD
BSG	CREDI	FERNANDEZ	5/13/2002	5/13/2002	ASSIST	TAUNTON
BSG	QUAL	FERNANDEZ	5/13/2002	5/13/2002	ASSIST	PEMBROKE
BSG	REG	TEIXEIRA	5/13/2002	5/13/2002	ASSIST	NORTON
BSG	REG	MARTINEZ	5/14/2002	5/14/2002	NO RESP	BROCKTON
BSG	CREDI	MARCHANT	5/14/2002	5/14/2002	ADJ	SPRINGFIELD
BSG	CREDI	RYAN	5/15/2002	5/15/2002	PLAN	RAMDOLPH
BSG	CREDI	MARTINEZ	5/15/2002	5/15/2002	ASSIST	STURON
BSG	REG	MARCHANT	5/17/2002	5/17/2002	ADJUST	SITUATE
BSG	CREDI	MARCHANT	5/17/2002	5/17/2002	EXPLAIN	AVON
BSG	REG	TEIXEIRA	5/17/2002	5/17/2002	ADJUST	SHARON
BSG	REG	OTOOLE	5/20/2002	5/20/2002	ADJUST	LAWRENCE
BSG	CREDI	MARTINEZ	5/20/2002	5/20/2002	ASSIST	BROCKTON
BSG	CREDI	MARCHANT	5/20/2002	5/20/2002	RESTORE	BROCKTON
BSG	REG	OTOOLE	5/21/2002	5/21/2002	EXPLAIN	BROCKTON
BSG	REG	MCCOLGIN	5/21/2002	5/21/2002	ADJUST	STOUGHTON
BSG	CREDI	MARCHANT	5/21/2002	5/21/2002	ASSIST	PEMBROKE
BSG	CREDI	MCCOLGIN	5/21/2002	5/21/2002	PLAN	BROCKTON
BSG	CREDI	MORALDO	5/21/2002	5/21/2002	PLAN	SPRINGFIELD
BSG	QUAL	TEIXEIRA	5/21/2002	5/21/2002	PLAN	FRANKLIN

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PERSON	STATUS	DATE	DESCRIPTION	DATE	DESCRIPTION	DATE	DESCRIPTION	DATE	DESCRIPTION
BSG	CUNA	8/2/2002	FERNANDEZ	8/2/2002	WITHDRAW	CHOCORRE	8/2/2002	WITHDRAW	CHOCORRE
BSG	BILL	8/5/2002	OTOOLE	8/5/2002	ASSIST	BROCKTON	8/5/2002	ASSIST	BROCKTON
BSG	CREDI	8/5/2002	MORALDO	8/5/2002	ASSIST	SPRINGFIELD	8/5/2002	ASSIST	SPRINGFIELD
BSG	CREDI	8/5/2002	DEPINA	8/5/2002	ADJUST	LAWRENCE	8/5/2002	ADJUST	LAWRENCE
BSG	BILL	8/6/2002	FERNANDEZ	8/6/2002	PLAN	NIETHUEN	8/6/2002	PLAN	NIETHUEN
BSG	CREDI	8/6/2002	BEAUCHESN	8/6/2002	PLAN	BROCKTON	8/6/2002	PLAN	BROCKTON
BSG	CREDI	8/6/2002	MORALDO	8/6/2002	PLAN	RANDOLPH	8/6/2002	PLAN	RANDOLPH
BSG	CREDI	8/7/2002	BEAUCHESN	8/7/2002	ASSIST	MARSHFIELD	8/7/2002	ASSIST	MARSHFIELD
BSG	CREDI	8/7/2002	OTOOLE	8/7/2002	PLAN	LAWRENCE	8/7/2002	PLAN	LAWRENCE
BSG	CREDI	8/8/2002	FERNANDEZ	8/8/2002	RESTORE	AVON	8/8/2002	RESTORE	AVON
BSG	CREDI	8/8/2002	FERNANDEZ	8/8/2002	EXPLAIN	TAUNTON	8/8/2002	EXPLAIN	TAUNTON
BSG	CREDI	8/9/2002	DEPINA	8/9/2002	RESTORE	STOUGHTON	8/9/2002	RESTORE	STOUGHTON
BSG	CREDI	8/9/2002	MARTINEZ	8/9/2002	PLAN	RANDOLPH	8/9/2002	PLAN	RANDOLPH
BSG	MISC	8/14/2002	RYAN	8/14/2002	PLAN	LAWRENCE	8/14/2002	PLAN	LAWRENCE
BSG	CREDI	8/19/2002	DEPINA	8/19/2002	SUSTAIN	SPRINGFIELD	8/19/2002	SUSTAIN	SPRINGFIELD
BSG	CREDI	8/20/2002	MARTINEZ	8/20/2002	PLAN	TAUNTON	8/20/2002	PLAN	TAUNTON
BSG	BILL	8/21/2002	MCCOLGAN	8/21/2002	ASSIST	ATTLEBORO	8/21/2002	ASSIST	ATTLEBORO
BSG	BILL	8/23/2002	MORALDO	8/23/2002	PLAN	SPRINGFIELD	8/23/2002	PLAN	SPRINGFIELD
BSG	CREDI	8/23/2002	MCCOLGAN	8/23/2002	RESTORE	SPRINGFIELD	8/23/2002	RESTORE	SPRINGFIELD
BSG	CREDI	8/26/2002	RYAN	8/26/2002	EXPLAIN	SPRINGFIELD	8/26/2002	EXPLAIN	SPRINGFIELD
BSG	BILL	8/27/2002	MORALDO	8/27/2002	EXPLAIN	FRANKLIN	8/27/2002	EXPLAIN	FRANKLIN
BSG	CREDI	8/27/2002	DEPINA	8/27/2002	ASSIST	SPRINGFIELD	8/27/2002	ASSIST	SPRINGFIELD
BSG	BILL	8/28/2002	OTOOLE	8/28/2002	ASSIST	LAWRENCE	8/28/2002	ASSIST	LAWRENCE
BSG	MISC	8/28/2002	BLEACH	8/28/2002	ASSIST	AGAWAM	8/28/2002	ASSIST	AGAWAM
BSG	CREDI	8/30/2002	MCCOLGAN	8/30/2002	EXPLAIN	SPRINGFIELD	8/30/2002	EXPLAIN	SPRINGFIELD
BSG	IDENY	8/30/2002	OTOOLE	8/30/2002	EXPLAIN	SPRINGFIELD	8/30/2002	EXPLAIN	SPRINGFIELD

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DATE	TIME	NAME	ADDRESS	PHONE	EMAIL	STATUS	REMARKS
9/1/2002	9:47	MARCHANT	9/1/2002	9/4/2002	9/4/2002	ASSIST	HOLBROOK
9/1/2002	9:47	FERNANDEZ	9/1/2002	9/10/2002	9/10/2002	PLAN	EAST BRIDGE
9/1/2002	9:47	RYAN	9/1/2002	9/11/2002	9/11/2002	EXPLAIN	BROCKTON
9/1/2002	9:47	OTOOLE	9/1/2002	9/13/2002	9/13/2002	EXPLAIN	NORWAMPITO
9/1/2002	9:47	MCCOLGIN	9/1/2002	9/13/2002	9/13/2002	PLAN	BROCKTON
9/1/2002	9:47	FERNANDEZ	9/1/2002	9/16/2002	9/16/2002	ADJUST	METHUEN
9/1/2002	9:47	FERNANDEZ	9/1/2002	9/16/2002	9/16/2002	ASSIST	VIRINTHAM
9/1/2002	9:47	FERNANDEZ	9/1/2002	9/16/2002	9/16/2002	PLAN	TAUNTON
9/1/2002	9:47	BLEACH	9/1/2002	9/17/2002	9/17/2002	WITHDRAW	LAWRENCE
9/1/2002	9:47	LECHTIR	9/1/2002	9/19/2002	9/19/2002	ASSIST	RANDOLPH
9/1/2002	9:47	OTOOLE	9/1/2002	9/20/2002	9/20/2002	EXPLAIN	STRINGFIELD
9/1/2002	9:47	MARCHANT	9/1/2002	9/23/2002	9/23/2002	EXPLAIN	Brockton
9/1/2002	9:47	RYAN	9/1/2002	9/23/2002	9/23/2002	PLAN	STRINGFIELD
9/1/2002	9:47	DEPINA	9/1/2002	9/24/2002	9/24/2002	PLAN	LONG MEAD
9/1/2002	9:47	DEPINA	9/1/2002	9/25/2002	9/25/2002	RESTORE	ACAGAWAM
9/1/2002	9:47	MARTINEZ	9/1/2002	9/25/2002	9/25/2002	ASSIST	TAUNTON
9/1/2002	9:47	OTOOLE	9/1/2002	9/25/2002	9/25/2002	PLAN	SPRINGFIELD
9/1/2002	9:47	MCCOLGIN	9/1/2002	9/26/2002	9/26/2002	PLAN	WEST SPRING
9/1/2002	9:47	FERNANDEZ	9/1/2002	9/25/2002	9/25/2002	PLAN	SPRINGFIELD
9/1/2002	9:47	MARCHANT	9/1/2002	9/26/2002	9/26/2002	ADJUST	SPRINGFIELD

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COMPANY	TYPE	ASSOCIATE	REPORT	DATE	STATUS	LOCATION
BSG	CRED	DEPINA	10/2/2002	✓	10/10/2002	ASSIST LAWRENCE
BSG	BILL	MORALDO	10/4/2002	✓	10/8/2002	ADJUST STOUTON
BSG	BILL	DEPINA	10/4/2002	✓	10/17/2002	EXPLAIN NORTHAMPTO
BSG	CRED	RYAN	10/4/2002	✓	10/4/2002	ASSIST LAWRENCE
BSG	CRED	OTOOLE	10/10/2002	✓	10/10/2002	PLAN ANDOVER
BSG	QUAL	DEPINA	10/10/2002	✓	10/10/2002	ASSIST SPRINGFIELD
BSG	QUAL	DEPINA	10/10/2002	✓	10/11/2002	ASSIST LAWRENCE
BSG	BILL	FERNANDEZ	10/15/2002	✓	10/15/2002	ASSIST TANTON
BSG	CRED	DEPINA	10/15/2002	✓	10/17/2002	EXPLAIN LAWRENCE
BSG	BILL	OTOOLE	10/16/2002	✓	10/16/2002	PLAN MARSHFIELD
BSG	CRED	DEPINA	10/16/2002	✓	10/16/2002	ASSIST LAWRENCE
BSG	QUAL	DEPINA	10/16/2002	✓	10/16/2002	PLAN EASTON
BSG	QUAL	DEPINA	10/16/2002	✓	10/16/2002	CC INDIAN ORCHA
BSG	RED	LECHTUR	10/16/2002	✓	10/17/2002	PLAN WEST SPRING
BSG	CRED	MCCOLGIN	10/17/2002	✓	10/17/2002	PLAN TANTON
BSG	CRED	OTOOLE	10/18/2002	✓	10/18/2002	CC SPRINGFIELD
BSG	CRED	MARCHANT	10/21/2002	✓	10/22/2002	PLAN SPRINGFIELD
BSG	CRED	MARCHANT	10/21/2002	✓	10/22/2002	ASSIST SPRINGFIELD
BSG	QUAL	MARCHANT	10/21/2002	✓	10/21/2002	CHICOPEE
BSG	BILL	DEPINA	10/22/2002	✓	10/22/2002	METHUEN
BSG	CRED	OTOOLE	10/23/2002	✓	10/24/2002	PROTECT SPRINGFIELD
BSG	REG	MCCOLGIN	10/24/2002	✓	10/24/2002	ASSIST INDIAN ORCHA
BSG	BILL	BLEACH	10/25/2002	✓	10/25/2002	EXPLAIN Springfield
BSG	DENY	MARCHANT	10/30/2002	✓	10/30/2002	

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COMPANY	TYPE	CODE	CATEGORY	DATE	LAST NAME	CITY	ASSOCIATE	ACCOUNT NUM
BSG	CREDIT	C1	ASSIST	04-Nov-02	RANDOLPH	TEIXEIRA	NA	
BSG	QUAL	Q2	ASSIST	04-Nov-02	BROCKTON	RYAN	OTOOLE	
BSG	BILL	B12	EXPLAIN	06-Nov-02				
BSG	CREDIT	C1	EXPLAIN	06-Nov-02	NORTON	MARCHANT		
BSG	BILL	B1		07-Nov-02	SPRINGFIELD	MCCOLGIN		
BSG	BILL	B12	SUSTAIN	08-Nov-02	METHUEN	MORALDO		
BSG	QUAL	Q1	ASSIST	12-Nov-02	R	MARCHANT		
BSG	CREDIT	C3	EXPLAIN	14-Nov-02	ORCHARD	MARCHANT		
BSG	CREDIT	C1	RESTORE	15-Nov-02	CHICOPEE	MCCOLGIN		
BSG	CREDIT	C1	PLAN	15-Nov-02	TAUNTON	RYAN		
BSG	QUAL	Q6	EXPLAIN	18-Nov-02	BRIDGEWATE	RYAN		
BSG	QUAL	Q1	ASSIST	18-Nov-02	BROCKTON	RYAN		
BSG	CREDIT	C3	PLAN	18-Nov-02	CHICOPEE	MCCOLGIN		
BSG	CREDIT	C1	ASSIST	21-Nov-02	BROCKTON	BLEACH		
BSG	BILL	Q1	EXPLAIN	22-Nov-02	BROCKTON	OTOOLE		
BSG	QUAL	Q1	EXPLAIN	25-Nov-02	FRANKLIN	LECHTUR		
BSG	QUAL	Q1		25-Nov-02	MEDWAY	MCCOLGIN		
BSG	REG	RG2		26-Nov-02	NORTON	MCCOLGIN		
BSG	DENY	D1	ADJUST	26-Nov-02	BROCKTON	MCCOLGIN		
BSG	CREDIT	C1	RESTORE	27-Nov-02	BROCKTON	DEPINA		
BSG	CREDIT	C1	EXPLAIN	27-Nov-02	SPRINGFIELD	RYAN		
BSG	CREDIT	C1	PLAN	29-Nov-02	CHICOPEE	MCCOLGIN		

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CONTRACT	TYPE	CATEGORY	OPEN DATE	LAST NAME	CITY	ASSOCIATE	ASSOCIATION
BSG	BILL	PLAN	03-Dec-02		ANDOVER	RYAN	
BSG	BILL		03-Dec-02		SPRINGFIELD	RYAN	
BSG	BILL	ADJUST	04-Dec-02		BROCKTON	RYAN	
BSG	CREDIT	PLAN	11-Dec-02		BROCKTON	Z	
BSG	QUAL	EXPLAIN	11-Dec-02		ACTON	DEPINA	
BSG	CREDIT	PLAN	12-Dec-02		BRIDGEWATE	MCCOLGIN	
BSG	CREDIT	RESTORE	13-Dec-02		SPRINGFIELD	OTOOLE	
BSG	BILL	EXPLAIN	17-Dec-02		BROCKTON	MARCHANT	
BSG	BILL	ASSIST	17-Dec-02		STOUGHTON	BLEACH	
BSG	BILL		18-Dec-02		BROCKTON	OTOOLE	
BSG	CREDIT	EXPLAIN	18-Dec-02		SPRINGFIELD	MARCHANT	
BSG	QUAL	EXPLAIN	19-Dec-02		MARSHFIELD	MORALDO	
BSG	DENY	ASSIST	19-Dec-02		LAWRENCE	MORALDO	
BSG	QUAL	ASSIST	23-Dec-02		MARSHFIELD	BLEACH	
BSG	BILL	ADJUST	27-Dec-02		BROCKTON	MORALDO	
BSG	BILL	ADJUST	30-Dec-02		METHUEN	MORALDO	

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Date	DTE Cases	ESG Cases	Date	Customer Name	Status	DTE Offense Date
May	23	19	1 Jan 15 Jan 18 Jan 19 Jan	Withdrawn duplicate original case relating to EPAS business Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed	1 Day 2 Day 3 Day 3 Day	May 02 May 02 May 02 May 02
May	13	12	15 Jan	Withdrawn duplicate case original case closed	3 Day	May 02
May	24	23	5 Apr	Withdrawn duplicate case original case closed	2 Day	May 02
May	28	28	3 Apr 9 Apr 10 Apr 16 Apr	Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed	2 Day 2 Day 2 Day 2 Day	May 02 May 02 May 02 May 02
May	31	31	15 Apr 22 Apr 23 Apr	Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed	2 Day 2 Day 2 Day	May 02 May 02 May 02
May	52	48	7 May 7 May 8 May 31 May	Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed	2 Day 2 Day 2 Day 2 Day	May 02 May 02 May 02 May 02
May	47	44	12 Jun 15 Jun 28 Jun	Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed	2 Day 2 Day 2 Day	May 02 May 02 May 02
May	30	28	6 Jun 9 Jun 25 Jun 28 Jun	Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed	2 Day 2 Day 2 Day 2 Day	May 02 May 02 May 02 May 02
May	21	25	5 Aug 28 Aug	Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed	2 Day 2 Day	May 02 May 02
May	20	17	18 Sep 24 Sep 28 Sep	Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed	2 Day 2 Day 2 Day	May 02 May 02 May 02
May	28	24	10 Oct 1 Oct	Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed	2 Day 2 Day	May 02 May 02
May	22	18	8 Nov 18 Nov 22 Nov	Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed Withdrawn duplicate case original case closed	2 Day 2 Day 2 Day	May 02 May 02 May 02
May	16	15	31 Dec	Withdrawn duplicate case original case closed	2 Day	May 02

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
SECOND SET OF INFORMATION REQUESTS FROM UWUA LOCAL 273  
D. T. E. 05-27

Date: July 20, 2005

Responsible: Stephen H. Bryant, President

**Supplemental Response**

UWUA-2-23 Please provide the number of customers on whose behalf the company received fuel assistance payments, for the winter heating seasons beginning Nov. 1, 1999 to May 31, 2000 (and Nov. 1, 2000 to May 31, 2001, etc.) through to the heating season just ended.

Response: The information requested is not readily available. The Company is endeavoring to compile the information and will supply it if/when it is available.

**Supplemental Response:**

Below please find the requested information.

Nov.1 – May 31 1999-2000:	11,446
Nov.1 – May 31 2000-2001:	13,494
Nov.1 – May 31 2001-2002:	15,156
Nov.1 – May 31 2002-2003:	16,884
Nov.1 – May 31 2003-2004:	14,892
Nov.1 – May 31 2004-2005:	15,659